

Section 12. Applicant and enrollee protections (Sections 2101(a))



Check here if the state elects to use funds provided under Title XXI only to provide expanded eligibility under the state's Medicaid plan.

Eligibility and Enrollment Matters

- 12.1 Please describe the review process for **eligibility and enrollment** matters that complies with 42 CFR §457.1120.

As noted in section 8.7.1, individuals have a right to request an Administrative Appeals Hearing if they are not satisfied with any decision made by the Department of Health and Human Services or NHHKC. Hearings can be requested verbally or in writing by contacting a local district office, NHHKC or the Office of Administrative Appeals. These Administrative Appeals Hearings are the same as the Medicaid process and include both Healthy Kids Silver and all Healthy Kids Gold. This information is on the Healthy Kids application.

Health Services Matters

- 12.2 Please describe the review process for **health services matters** that complies with 42 CFR §457.1120.

If the child is enrolled in Healthy Kids Gold fee-for-service, the process to review health services matter is through the state's Medicaid fair hearing process.

If the child is enrolled in Healthy Kids Gold Managed Care or Healthy Kids Silver, individuals have the right to appeal any decision made that the health insurer makes about coverage, benefits, or failure to provide coverage or benefits through the managed care internal appeal process. In addition to the internal appeal procedure, individuals have the right to an external review process to appeal decisions regarding denial, delay, reduction, suspension or termination of health care services and the failure to provide payment for health services in a timely manner through an Administrative Appeals Hearing. If an individual is not satisfied with any decision made by the health insurer, hearings can be requested verbally or in writing by contacting the Department of Health and Human Services, a local district office, the health insurer, NHHKC, or the Office of Administrative Appeals. These Administrative Appeals Hearings are the same as the Medicaid process and includes both Healthy Kids Silver and Healthy Kids Gold Managed Care. This information is on the Healthy Kids application.

Premium Assistance Programs

If providing coverage through a group health plan that does not meet the requirements of 42 CFR §457.1120, please describe how the state will assure that applicants and enrollees have the option to obtain health benefits coverage other than through the